

Community Services Program Coordinator



Job Code: 3181
Grade: 124
Reports to: Division Chief
Salary Range: \$40,933 - \$62,603
FLSA Status: Non-Exempt

GENERAL STATEMENT OF DUTIES

Performs highly responsible professional and administrative work creating, planning, promoting, and implementing a variety of outreach and partnership building programming for the community services and homeless assistance programs; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this classification assists with developing, executing, and promoting quality internal and external outreach and partnership building programming for the Community Services and Homeless Assistance Divisions. Work is performed under general supervision and requires the application of communication and customer service skills and comprehensive knowledge of the division's operations and procedures. The employee organizes work, sets priorities, and exercises initiative and sound, independent judgment within established guidelines. Work is reviewed through conferences, reports, observation, and success of programs and activities. The employee may exercise supervision over part-time staff and volunteers.

ESSENTIAL FUNCTIONS

Developing, planning, implementing, and evaluating outreach and partnership building programs and events; overseeing the Holiday Giving Program; coordinating programming and logistics with internal and external partners; designing and preparing promotional materials; conducting research and analyzing best practice event and outreach models; managing and supporting administrative activities and responsibilities.

EXAMPLES OF WORK

- Coordinates, organizes, and implements community outreach events; solicits and negotiates with vendors; coordinates facility use and event logistics and responsibilities with internal and external partners; designs and distributes promotional materials.
- Develops and implements ongoing outreach efforts to the community including businesses and congregations to promote volunteer and partnership opportunities.
- Oversees, promotes, implements, and evaluates the City's Annual Holiday Giving Program; coordinates with committee members and volunteers; maintains database and fiscal records; prepares annual report and provides feedback for suggested program changes.
- Evaluates events and makes recommendations for program changes/enhancements and new programming opportunities; solicits participant, staff, and public input to gauge and evaluate program effectiveness and quality.
- Conducts ongoing research and analysis of best practice event and outreach models.
- Coordinates Divisions' logistical needs including office supplies and building and equipment maintenance; serves as liaison with Information Technology and Public Works Departments to troubleshoot technology or building/equipment problems or malfunctions.
- Develops, updates, and maintains Divisions' public relations materials, organizational charts, employee rosters, web pages, and monthly and year calendars.

- Assists with daily implementation of client assistance mission; provides telephone and in-person social service information and referrals; provides administrative and support services to stakeholders.
- Schedules, supervises, trains, assigns work, and directs part-time staff and volunteers working in the division office or at events and activities.
- Performs related tasks as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Comprehensive knowledge of developing, planning, coordinating, promoting, and implementing outreach and partnership building programs and events.
- Thorough knowledge of citizen services and community outreach programs and services.
- Thorough knowledge of practices and services related to homelessness, chemical dependency, and other citizen needs.
- General knowledge of English usage, spelling, grammar, and punctuation.
- General knowledge of modern office practices, procedures, methods, terminology, and equipment.
- Some knowledge of budget development and administration and general accounting.
- Skill in the operation of standard office equipment, including a personal computer using program applications appropriate to assigned duties and responsibilities.
- Skill in the principles and techniques of customer service.
- Skill in the use of best practice event models and creative formatting.
- Ability to communicate and present ideas clearly and effectively, orally and in writing.
- Ability to prepare written correspondence and prepare and maintain comprehensive records and reports, files, and materials.
- Ability to analyze and evaluate pertinent data, develop unbiased recommendations, and execute plans once approved.
- Ability to give, understand, and follow oral and written directions.
- Ability to establish and follow work procedures.
- Ability to train, assign, supervise, and coordinate the work of others.
- Ability to plan, organize, and prioritize tasks in order to meet deadlines.
- Ability to make recommendations and sound decisions based on established policies and procedures and to be resourceful in managing new situations.
- Ability to solve problems within scope of responsibility.
- Ability to effectively and discreetly handle confidential or sensitive information and documents.
- Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.
- Ability to interact professionally and cooperatively and establish and maintain productive and effective working relationships with program participants, business leaders, community groups, service agency representatives, vendors, volunteers, coworkers, elected and appointed officials, media representatives, and the general public.

MINIMUM EDUCATION AND EXPERIENCE

Graduation from an accredited college or university with a Bachelor's Degree in Human Services, Social Services, Public Administration, Business Administration, or closely related field, supplemented by at least two (2) years of progressively responsible professional experience in organized public or private sector programs involving human and social services administration; or any equivalent combination of education, training, and experience.

WORK HOURS

Requires 40 hours in a standard workweek.

WORK CONDITIONS

- Sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects, and some light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects.
- Work requires sitting, standing, walking, reaching, lifting, carrying, fingering, and repetitive motions.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly.
- Hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound.
- Visual acuity is required for close vision, distance vision, depth perception, preparing and analyzing written or computer data, operation of machines or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- The worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS

- Ability to fluently speak, read, and write in Spanish and English (preferred).

Created FY 2012

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

ACKNOWLEDGMENT OF CLASS SPECIFICATION

I acknowledge that I have read the class specification and requirements for the Community Services Program Coordinator position. I understand this class specification does not constitute an employment agreement between the employer and the employee and is subject to change as the needs of the employer and requirements of the position change.

Are you able to perform the essential functions of this position with or without accommodation?

☐ Yes ☐ No

Employee Signature

Date

The City of Gaithersburg is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Gaithersburg provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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